APPRECIATIVELY ADVISING STUDENTS AT THE UNIVERSITY OF BUFFALO

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ACKNOWLEDGEMENTS

—B. Joseph White, University of Illinois

"Education is the most powerful means of increasing individual opportunity and creating more prosperous, fair, and just societies. So to have the privilege of participating in that mission is as much as anybody could hope for in life."
SETTING THE SCENE

“Working on a college campus is a privilege that is rewarding and life-affirming. It is a unique opportunity to make a small difference in the lives of our students as they pass through our doors on their way to...their life journey.”


POSITIVE EXPECTATIONS FOR THE DAY

Workshop? Ourselves? Facilitators? One Another?

HELPING YOUR STUDENTS THRIVE

“ACADEMIC, PSYCHOLOGICAL, AND SOCIAL WELL-BEING & ENGAGEMENT”

-LAURIE SCHREINER, PH.D.
“ENVISIONING STUDENT SUCCESS AS GETTING THE MOST OUT OF COLLEGE” (SCHREINER, 2014, P. 11)

Talent awareness
Healthy relationships
Reframing negative events
Involvement on campus
Vital engagement in community
Engaged learning


WHAT HELPS STUDENTS THRIVE?

PATHWAYS TO THRIVING

• Psychological
  Sense of Community
• Student-Faculty Interaction
• Campus Involvement
• Spirituality
  (Meaning & Purpose)
• Major Certainty & Degree Goal

• OUTCOMES
  • Enhanced Sense of Belonging & Fit
  • Increased Satisfaction
  • Greater Academic Achievement
  • Persistence to Degree
  • Retention
WHAT DO YOU DO BEST TO HELP STUDENTS THRIVE AT UB?

WHAT DO STUDENTS WANT FROM THEIR ADVISORS?

#BULLSEXPERIENCE

CARE, SUPPORT, & WELL-BEING

“The support that graduates recall receiving from their institutions, and whether graduates feel that their institutions were passionate about their long-term success, are important well after college” (p. 10).
Appreciative Advising is the intentional collaborative practice of asking positive, generative, open-ended questions that help students optimize their educational experiences and achieve their dreams, goals, and potentials.

**Applications**

- Academic Advising
- Career Counseling
- Appreciative Instruction
- Appreciative Administration
- Strategic Planning & Assessment
- Admissions & Orientation
- Financial Aid
- Professional Development
- ...and more!

**Theoretical Underpinnings**

- Appreciative Inquiry (Cooperrider, 1990)
- Positive Psychology (Seligman, 1998)
- Scaffolding (Vygotsky, 1978)
- Self-worth theory (Cowen, 1992)
- among others

"Appreciative Inquiry (AI) is the cooperative search for the best in people, their organizations, and the world around them...AI involves the art and practice of asking questions that strengthen a system's capacity to heighten positive potential" (Cooperrider & Whitney, 2000, p. 10)
**App-pre’ci-ate**, v.,
1. valuing; the act of recognizing the best in people and the world around us; affirming past and present strengths, successes and potential; to perceive things that give life (health, vitality, excellence) to living systems
2. to increase the value
Synonyms: valuing, prizing, esteeming and honoring

**In-quire’ (kwir), v.,
1. the act of exploration and discovery.
2. To ask questions; to be open to seeing new potentials and possibilities.
Synonyms: DISCOVERY, SEARCH, and SYSTEMATIC EXPLORATION, STUDY.

https://appreciativeinquiry.champlain.edu/learn/appreciative-inquiry-introduction/

**O'BANIONS DEFINITION OF ADVISING**

<table>
<thead>
<tr>
<th>Exploration of life goals</th>
<th>Exploration of vocational goals</th>
<th>Program choice</th>
<th>Course choice</th>
<th>Scheduling courses</th>
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(Original work published 1972)

**DOES APPRECIATIVE ADVISING WORK?**

YES!
Data provided by Bryant House from the University of North Carolina Greensboro

Rollins College in Winter Park, FL
BENEFITS TO
APPRECIATIVE
ADVISORS


Appreciative Mindset Ingredients

- Care about and believe in the potential of each student
- Possess an Attitude of Graciousness
- Continually hone your craft
- Remember your power
- Be insatiably curious about students’ stories
- Be culturally aware and responsive
THE SIX PHASES OF APPRECIATIVE ADVISING


DISARM EXERCISE

DISARM

Recognizing the importance of first impressions, create a safe, welcoming environment for students.


WHO’S YOUR CODY?


Important Pre-Appointment Considerations

How do you prepare?

BEST PRACTICES

SPOTLIGHT: JUDY KERR
RECEPTIONIST
MEET N GREET
STAY IN THE KNOW
ENGAGE IN CONVERSATION
HEART AND SOUL OF OFFICE

VERBAL IMMEDIACY BEHAVIORS

NON-VERBAL IMMEDIACY BEHAVIORS
WRITTEN COMMUNICATION

• Dear [Name of Student]:

• How are you?

• Thank you for e-mailing me! It is always a joy to hear from you.


BEN FORCHE’S BEST PRACTICE TIPS WITH THE DIGITAL ENVIRONMENT

- Technology does not replace advising
- Focus on methodology rather than the platform
- Comfort in change – technology is always changing (Moore’s Law)
- Meet students where they are i.e., offer multiple social media, video conferencing, etc. (easier to train advisors than force tech on students)
- Continually assess efforts
- And of course, root everything in Appreciative Advising (messaging, website, advisor’s physical background on video conference, etc.)

Director of Student Affairs for The Patton College of Education at Ohio University


APPRECIATIVE ADVISING AND THE NONTRADITIONAL ADULT DISTANCE LEARNER

- Webcams
- E-mail
- Social Media
- Online Resources (i.e., instructional videos, orientation classes, online degree-audit systems, online course catalogs)
- E-mail/IM/Video chat with other students and alumni

APPRECIATIVE ADVISING AND THE INTERNATIONAL STUDENT

Modify Appreciative Questions:

• Understand the Unique Challenges They Face (i.e., lifestyle adjustments, cultural awareness, language difficulties, educational system differences)

• Student Pre-Arrival Checklist

• Resources


EXPANDING PRACTICES


ASSESS YOUR SPACE ACTIVITY


Kamalah Willis, Collin College
Utilize positive open-ended questions to draw out what students enjoy doing, their strengths, and their passions. Listen to each answer carefully before asking the next positive question.


“Undivided attention means forgetting about yourself...and...acting as if you had no other purpose on earth than to care for this human being.” - Parker Palmer, Ph.D., Influential Higher Education Leader & Author
GIVE PRESENCE

“The gift of presence is a rare and beautiful gift. To come - unguarded, undistracted - and be fully present, fully engaged with whoever we are with at that moment.”

— John Eldredge

IMPORTANT ADVISOR BEHAVIORS

ASK POSITIVE OPEN-ENDED QUESTIONS THAT DRAW OUT OUR STUDENTS’ STORIES

- Strengths
- Skills
- Passions
- Accomplishments

NOAH
GALLOWAY

http://www.dailymotion.com/video/x2qmvhb


DISCOVER

Which grade would you want to talk about?


DISCOVER QUESTIONS FOR STUDENTS

WHAT HAS INSPIRED YOU TO PURSUE THIS DEGREE?

SINCE COMING HERE, WHAT ARE YOU MOST PROUD OF ACCOMPLISHING SO FAR?

DISCOVER EXERCISE QUESTIONS: PICK ONE

Tell me about a time when you positively impacted someone's life as an advisor.

What were you doing the last time you lost track of time engaged in activity at work that you enjoy?


DREAM
Help students formulate a vision of what they might become, and then assist them in developing their life and career goals.


"A dream is an inspiring picture of the future that energizes your mind, will, and emotions, empowering you to do everything you can to achieve it" (Maxwell, 2009, p. xiii)
ARE YOU A DREAM BUSTER OR A DREAM PROMOTER?

Misty Copeland

Dream Questions

When you were 8 years old, what did you say you wanted to be when you grew up? What about now? Magazine Question

DREAM EXERCISE

DREAMS

DESIGN

Help students devise and co-create concrete, incremental, and achievable goals.
"When people select their own goals, they are likely to have greater self-involvement in achieving them. If goals are prescribed by others, however, individuals do not necessarily accept them or feel obligated to meet them."

-Albert Bandura


Yard by yard life is hard, inch by inch life's a cinch.
STUDENTS are the CEOs of their own LIVES

The Yellow Sticky Note Story

HOW SUCCESSFUL PEOPLE REACH THEIR GOALS

Dr. Heidi Grant Halvorson

https://www.youtube.com/watch?v=weMMj7UJna0

What can you do in the next week to move one step closer to one of your goals? Let’s brainstorm about the resources that you will need to accomplish these goals. Are we pushing ourselves to create the best plan possible?

Design Questions

**DELIVER**

The students follow through on their plans. The advisor is there for them when they stumble, believing in them every step of the way and helping them continue to update and refine their dreams as they go.


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**ACTIVITY**

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Energizing Students to be Their Best

"Simply put, a leader’s job is to energize others. Notice that I don’t say it’s part of their job; it is their job. There is no ‘off time’ when a leader isn’t responsible for energizing others. Every interaction a leader has is either going to positively energize those around them or negatively energize them" (p. 297).
Ways to Motivate and Positively Encourage Students:
- Help students make the choice personal
- Commit in a public way
- Use the right triggers
- Frame the task well – emphasize improvement
- Make the goals contagious by highlighting positive role models
- Engender GPA, Realistic Optimism, & Grit

DELIVER QUESTIONS TO ASK STUDENTS
- What will you do if you run into road blocks?
- What will you do if you think your goals are changing?
- How and when will you keep me updated on your progress?
- How will you celebrate your milestones and achievements?


DON’T SETTLE

The advisor challenges the student to proactively raise the student’s internal bar of self-expectations.

"To move downward; descend, especially gradually"

What would happen if I challenged YOU to become the best appreciative advisor that you could possibly become? What is one step that you will take today?
"Most of us will not find answers to the causes of cancer, or solve the problems of homelessness, or defuse international conflicts, but we feel that through our advising, we may be able to make a small but pivotal contribution to our students’ ultimate work...

...It seems to me that our students represent an unequivocal reply to Margaret Mead, when she famously said...

NEVER DOUBT THAT A SMALL GROUP OF THOUGHTFUL COMMMITTED CITIZENS CAN CHANGE THE WORLD: INDEED IT’S THE ONLY THING THAT EVER HAS.

APPRECIATIVE ADVISING: PUTTING IT ALL TOGETHER
STOPLIGHT ACTIVITY

A COMPENDIUM OF QUESTIONS ACTIVITY

CASE SCENARIOS

- PHASES
- BEHAVIORS
- QUESTIONS
- #HASHTAG
- NARRATOR
- ADVISOR
- STUDENT
- PARENT?
- OTHER?

[Diagrams and illustrations related to case scenarios]
AND/OR THE APPRECIATIVE ADMINISTRATION COURSE!
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TICKET OUT THE DOOR

I COMMIT...
WHAT QUESTIONS REMAIN?

THANK YOU!

Questions?
Dr. Amanda Propst Cuevas
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To learn more:
www.appreciativeadvising.net
Facebook Community Groups:
- Appreciative Advising
- Appréciative Administration